

Amazon Connect Help Desk Guide

L1 GUIDE



Missouri's Advanced Contact Tracing System

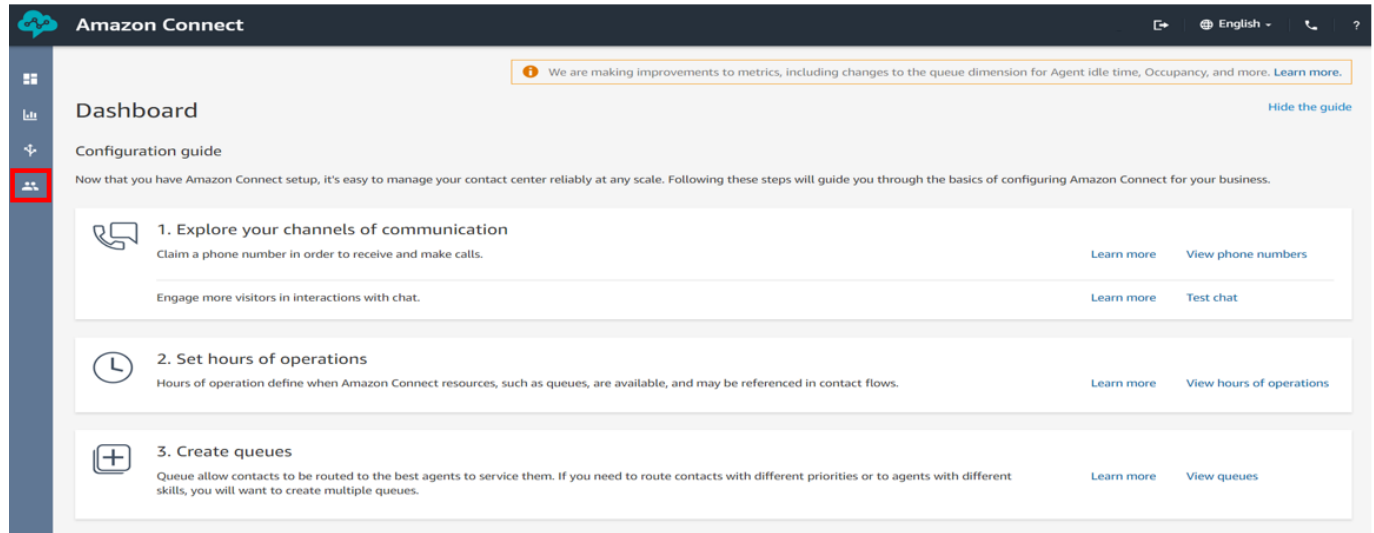
Important Support Links and Trailheads

- Amazon Connect CTI Adapter v5 for Salesforce Lightning- Setup and Installation Guide:
<https://connect-blogs.s3.amazonaws.com/Amazon+Connect+Salesforce+CTI+Adapter/Amazon+Connect+CTI+Adapter+for+Salesforce+Lightning+-+Setup+and+Installation+Guide.pdf>
- Amazon Connect- Administrator Guide:
<https://docs.aws.amazon.com/connect/latest/adminguide/connect-ag.pdf>
- AWS Log In:
<https://moprodconnect.awsapps.com/connect/login>



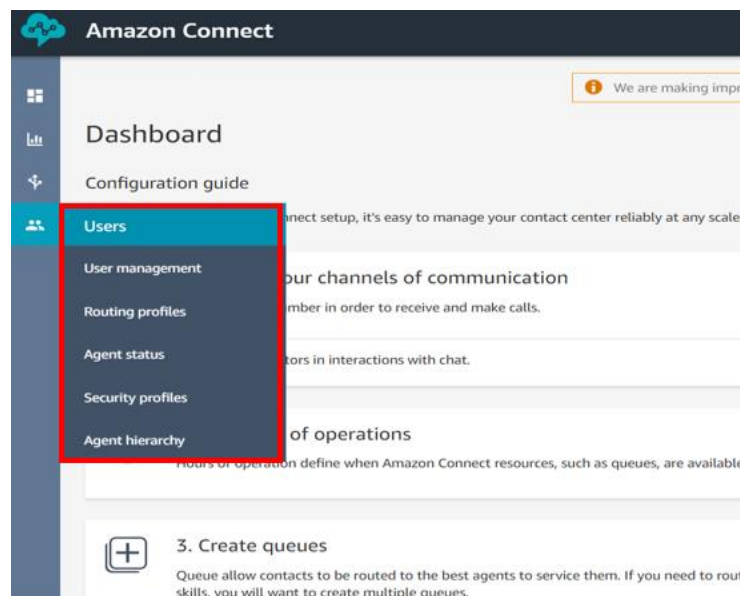
Navigating Amazon Connect

Navigate to Users



1. To access User Management please on the icon on the left hand panel.

Overview of Users Menu



Under the Users menu, there are several options related to user configuration. Below is a short description of what each of the menu options entail:



1. **Users Management** – provides the ability to add, edit, remove users. Additionally, you can modify a user's routing profile, security profile, agent hierarchy and phone preferences.
2. **Routing Profiles** – provides the ability to create routing profiles and assign multiple queues.
3. **Agent Status** – provides the ability to add, edit and remove statuses such as break, meeting, other, etc. (only Admins can access this functionality)
4. **Security Profiles** – provides the ability to edit user permissions for each security profile. (only Admins can access this functionality)
5. **Agent Hierarchy** – provides the ability to set up, edit and remove hierarchy for all agents. (i.e. Manager → Teams → Roles)

User Management

Options Overview

The screenshot shows the 'User management' page in the Amazon Connect console. At the top right, there are three buttons: 'Remove', 'Edit', and 'Add new users'. The 'Add new users' button is highlighted with a red box. Below the buttons is a search bar and a 'Show advanced options' link. A table lists users with columns for Login name, Name, Routing profile, Security profile, Agent hierarchy, ACW timeout, and Phone type.

Login name	Name	Routing profile	Security profile	Agent hierarchy	ACW timeout	Phone type
Admin	Powell, Tracey	CI ROUTING PROFILE	Admin	—	0	Soft phone
Admin	Hunter, Andrew	RC ROUTING PROFILE	Agent	—	300	Soft phone
Admin	Lopez, Ricardo, Adam	CT ROUTING PROFILE	Agent	—	300	Soft phone
Admin	Pandolfi, Chetan	RC ROUTING PROFILE	Agent	—	300	Soft phone

1. L1 Admins have the ability to Add, Remove and Modify users

Add Single User from Connect Console

The screenshot shows the 'Add new users' wizard in the Amazon Connect console. It has three steps: 1. Select source, 2. Add user details, and 3. Verify user details. In the 'Select source' step, there is a question 'How do you want to set up your existing users?' with two options: 'Create and set up a new user.' (selected and highlighted with a red box) and 'Upload my users from a template (csv)'. At the bottom, there are 'Next' and 'Cancel' buttons.

1. Click on 'Add new users' from the top right hand corner of the User Management Dashboard
2. To add a single user, click on 'Create and set up a new user'
3. Select 'Next'



MO ACTS
Minister of Agriculture, Fisheries and Forestry

Amazon Connect

IAM@d-925704d0b English

Add new user

1 Select source 2 Add user details 3 Verify user details

First name
Enter the first name
Required

Last name
Enter the last name
Required

Login name
Enter the username
Required and must not be more than 20 characters.

Email address
Email

Password
Enter the user password
At least 8 characters with an uppercase letter, a lowercase letter, and a number.

Verify Password
Repeat the user password

Routing Profile:
Select Routing Profile
Required

Security Profiles:
Select Security Profiles
Required

Phone Type:
Soft phone
☐ Auto-Accept Call

After call work (ACW) timeout:
0

Agent Hierarchy:
No agent groups available.

4. This will open the 'Add new user' page
5. Fill in the user details such as 'First Name', 'Last Name' and 'Email address'.
Note: 'Email address' is not a 'Required' field but it should not be left blank. If this field is left blank users cannot reset their own passwords.
6. Fill in the 'Login name' as First name.Last name and set a randomly generated Password atleast 20 characters long
7. Assign the appropriate 'Routing Profiles' and 'Security Profiles'. More details on these fields can be found in the Appendix.
8. Under phone type default settings are 'Soft Phone', 'Auto Accept Call' Off and ACW timeout as 300.
Note: This can change based on requirements
9. Once all user details are completed hit 'Save'.

Amazon Connect

IAM@d-925704d0b English

Add new user

1 Select source 2 Add user details 3 Verify user details

Please verify the information below:

Login name	Name	Email address	Routing profile	Security profile	Agent hierarchy	ACW timeout
sarah.alam	Alam, Sarah		CI ROUTING PROFILE	Reset	--	0

Create users Back

10. This will take you to the 'Verify user details' page
11. Check the user configuration and 'Create users'
12. To share the user credentials use your MOACTS email address. CC in the MOACTS@health.mo.gov mailbox and use the standard email template (refer to the **Appendix**).



- Using the login details the users will need to reset their own password (Refer to **Initial Amazon Connect User Setup** section of the document)

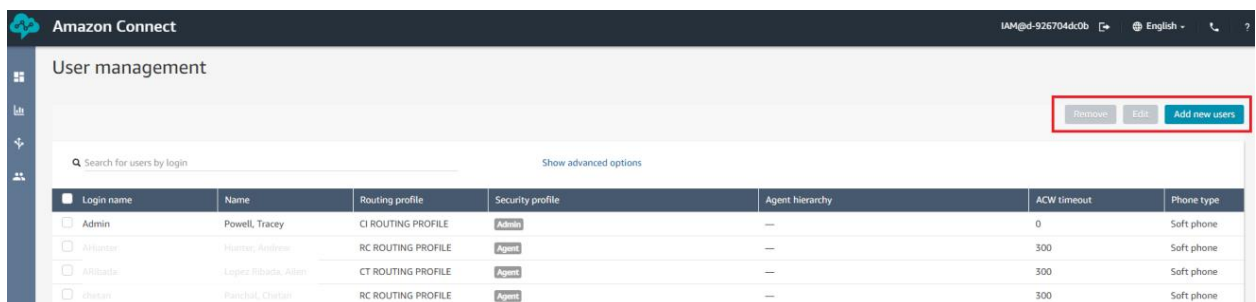
Add New Users – Bulk Upload

- Fill in user details on the list of users excel file (template attached)



MO User Upload.xlsx

- Ensure the users are added in the template format
- Template Fields:
 - First Name – This is a required field
 - Last Name - This is a required field
 - Email Address – Add appropriate email address. This is required in order to enable user based password reset
 - User Login – This is a required field, should be Firstname.Lastname
 - Password – This is a required field. Randomly generated password should be used
 - Security Profile –Select from the list of Security Profiles on the excel. More details on permissions can be found on the Appendix.
 - Routing Profile –Select from the list of Routing Profiles on the excel.
 - Phone Type and Agent Hierarchy fields – Copy default fields from row 2 on template.
- Log into your Connect Console
- Go to User Management under Users Menu



The screenshot shows the Amazon Connect User Management console. At the top, there's a header with the Amazon Connect logo and user information. Below the header, the 'User management' section is visible. On the right side of this section, there are three buttons: 'Remove', 'Edit', and 'Add new users'. The 'Add new users' button is highlighted with a red box. Below the buttons, there's a search bar and a 'Show advanced options' link. The main part of the console is a table with columns: 'Login name', 'Name', 'Routing profile', 'Security profile', 'Agent hierarchy', 'ACW timeout', and 'Phone type'. The table contains four rows of user data.

Login name	Name	Routing profile	Security profile	Agent hierarchy	ACW timeout	Phone type
<input type="checkbox"/> Admin	Powell, Tracey	CI ROUTING PROFILE	Admin	—	0	Soft phone
<input type="checkbox"/> Adminuser	Hansen, Andrew	RC ROUTING PROFILE	Agent	—	300	Soft phone
<input type="checkbox"/> Adminuser	Lopez Pineda, Allen	CT ROUTING PROFILE	Agent	—	300	Soft phone
<input type="checkbox"/> Admin	Powell, Tracey	RC ROUTING PROFILE	Agent	—	300	Soft phone

- Select 'Add new users'



Amazon Connect

IAM@d-926704dc0b English ?

Add new users

1 Select source 2 Add user details 3 Verify user details

How do you want to set up your existing users?

☐ Create and set up a new user.

☒ Upload my users from a [template](#) (csv).

Next Cancel

7. Select 'Upload my users from a template' and hit Next

Amazon Connect

IAM@d-926704dc0b English ?

Add new users

✓ Select source 2 Add user details 3 Verify user details

Select and upload a spreadsheet with user details

Uploaded spreadsheets should not contain duplicated user information.

Upload your spreadsheet

Choose file

Supported files:
Text file (CSV). Each line holds comma-separated properties with following format. No header line. Up to 1000 lines supported.

[Download template](#)

8. Choose the file you want to upload. Ensure the file is saved as a csv.
9. Click 'Upload and verify'
10. Check all the fields are added and no error message is received
11. If an error is detected you will get an error message and need to restart the process after fixing the file

❗ **Errors detected in uploaded file.**

Fix any errors, save the file, and go back to upload it again.

- Line number: 1 Invalid password:

12. If the file is accepted, review details and hit 'Create users'
13. To share the user credentials use your MOACTS email address. CC in the MOACTS@health.mo.gov mailbox and use the standard email template (refer to the **Appendix**).



14. Using the login details the users will need to reset their own password (Refer to **Initial Amazon Connect User Setup** section of the document)

Edit Users

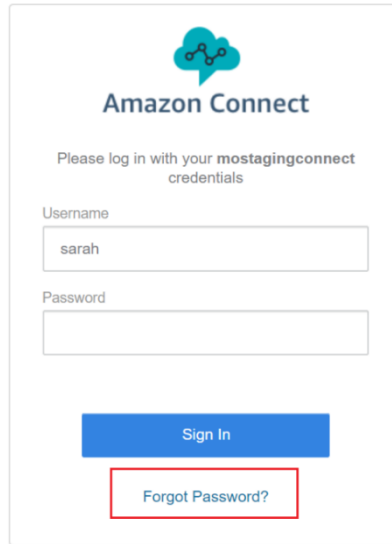
1. Select a user from the User Management Dashboard
2. Click on Edit

The screenshot shows the 'Edit users' page in the Amazon Connect console. The page title is 'Edit users'. Below the title, there is a header bar with 'Users to edit' and a list of users. The first user is 'S, Anna' with email address 'anna@test.co'. Below this, there are three main configuration sections: 'Routing Profile:', 'Security Profiles:', and 'Phone Type:'. The 'Routing Profile:' section has a dropdown menu. The 'Security Profiles:' section has a dropdown menu with 'Agent' selected. The 'Phone Type:' section has a dropdown menu with 'Soft phone' selected and an 'Auto-Accept Call' checkbox. Below these sections is the 'Agent Hierarchy:' section with a 'Select Manager' dropdown. At the bottom are 'Save' and 'Cancel' buttons. Callout boxes provide additional context: 'Refer to the Routing Profile Cheat Sheet in the Appendix to select the appropriate profile' points to the Routing Profile dropdown; 'Refer to the Security Profile Cheat Sheet in the Appendix for more details. Generally Contact Tracers and Case Investigators only have 'Agent' Profile' points to the Security Profiles dropdown; 'Users are configured with the Phone Type of "Soft Phone" and ACW Timeout of 300 seconds' points to the Phone Type dropdown and the 'After call work (ACW) timeout:' field; and 'Click on the Agent Hierarchy to set up the hierarchy for a user' points to the Agent Hierarchy dropdown.

3. From this menu you can modify several user details such as 'Routing Profile', 'Security Profiles' and 'Phone Type' details.

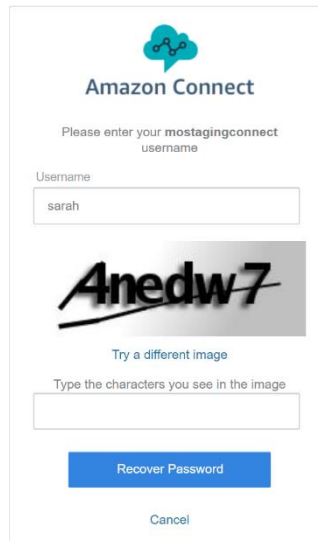


Reset Password



The image shows the Amazon Connect login interface. At the top is the Amazon Connect logo. Below it, the text reads "Please log in with your mostagingconnect credentials". There are two input fields: "Username" with the value "sarah" and "Password" which is empty. Below the fields are two buttons: "Sign In" and "Forgot Password?". The "Forgot Password?" button is highlighted with a red rectangular border.

1. Users can reset their own password from the login URL by selecting 'Forgot Password?'



The image shows the Amazon Connect password reset interface. At the top is the Amazon Connect logo. Below it, the text reads "Please enter your mostagingconnect username". There is a "Username" input field with the value "sarah". Below the field is a CAPTCHA image showing the text "Anedw7" in a stylized font. Below the CAPTCHA is a link that says "Try a different image". Below that is a text input field with the placeholder "Type the characters you see in the image". At the bottom are two buttons: "Recover Password" and "Cancel".

2. This will open a Captcha prompt to reset the password

Reset Password - Emergency

1. Select a user from the User Management Dashboard
2. Click on Edit Users



3. Click 'reset password' to set a **temporary** password.
4. Share temporary password with users through MOACTS email account. Password needs to be changed by users immediately in order to maintain security standards.

Remove Users

Login name	Name	Routing profile	Security profile	Agent hierarchy	ACW timeout	Phone type
<input checked="" type="checkbox"/> Admin	Powell, Tracey	CI ROUTING PROFILE	Admin	—	0	Soft phone
<input type="checkbox"/> AHunter	Hunter, Andrew	RC ROUTING PROFILE	Agent	—	300	Soft phone
<input checked="" type="checkbox"/> ARibada	Lopez Ribada, Allen	CT ROUTING PROFILE	Agent	—	300	Soft phone

1. Select a user/multiple users by clicking on the checkbox on the left hand side.
2. Once a user has been selected the Remove and Edit buttons are enabled.
3. To remove a user press Remove



Advanced Filtering

The screenshot shows the Amazon Connect 'User management' interface. A red box highlights the 'Advanced Filtering' section, which includes a search bar for login, dropdowns for Routing Profile and Security Profiles, and radio buttons for 'Match All' and 'Match Any'. Below this, a table lists users with columns for Login name, Name, Routing profile, Security profile, Agent hierarchy, ACW timeout, and Phone type. The first user listed is 'Admin' with name 'Powell, Tracey' and routing profile 'CI ROUTING PROFILE'.

1. Click the “Show Advanced Options” to search by login, routing profile, security profile or agent hierarchy.

Initial Amazon Connect User Setup

Account Setup Email

The email is from the Missouri Department of Health and Senior Services (DHSS) CONTACT TRACING PROGRAM. It is addressed to MOACTS@health.mo.gov. The subject is 'Your MO ACTS Amazon Connect Credentials'. The email contains a note that this is an informational email and not for training. It addresses the MO ACTS User and provides information about the Amazon Connect account setup. It includes a login URL: <https://moprodconnect.awsapps.com/connect/login> and a User ID (case sensitive). The email is signed by Randall W. Williams, MD, FACOG, Director.

NOTE – THIS IS AN INFORMATIONAL EMAIL. PLEASE DO NOT CLICK ON THE LINKS CONTAINED BELOW OR ATTEMPT TO SET UP YOUR ACCOUNT PRIOR TO TRAINING.

Dear MO ACTS User,

We are pleased to share the information for your Amazon Connect account - the phone component of MO ACTS (Missouri Advanced Contact Tracing System). This is one of two credential emails you will receive for the production version MO ACTS. The other email will come from support@salesforce.com.

Please DO NOT take any action on the below information until instructed to do so during MO ACTS training. We will walk you through the account set up and login process during your respective training session.

Below are key details you will need to reference during the MO ACTS training:

Login URL: <https://moprodconnect.awsapps.com/connect/login>

User ID (case sensitive):

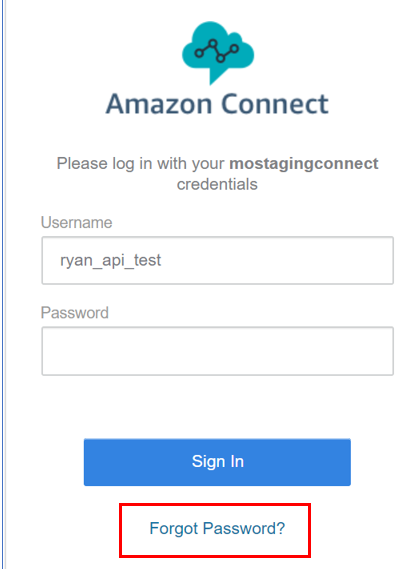
In good health,

The MO ACTS team

1. When a new user is created, the user will receive an email with the Login URL and their Username.
2. In order to login, click on the URL

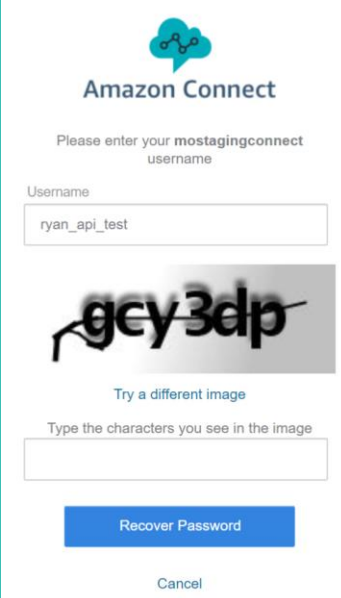


Login on Connect



The image shows the Amazon Connect login page. At the top is the Amazon Connect logo, which consists of a blue cloud with three white nodes connected by lines. Below the logo is the text "Amazon Connect". Underneath that is the instruction "Please log in with your **mostagingconnect** credentials". There are two input fields: "Username" with the text "ryan_api_test" and "Password" which is empty. Below the password field is a blue "Sign In" button. At the bottom, there is a red rectangular box around the text "Forgot Password?".

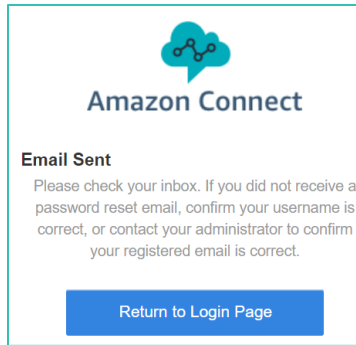
1. On the landing page, type in the 'Username' and click on 'Forgot Password?'



The image shows the Amazon Connect password recovery page. At the top is the Amazon Connect logo. Below it is the text "Amazon Connect". Underneath is the instruction "Please enter your **mostagingconnect** username". There is a "Username" input field with the text "ryan_api_test". Below that is a CAPTCHA image showing the text "gcy3dp" in a stylized font. Below the CAPTCHA is a link that says "Try a different image". Underneath is the instruction "Type the characters you see in the image" and an empty input field. At the bottom, there is a blue "Recover Password" button and a "Cancel" link.



2. Complete the security step and select 'Recover Password'.





3. Select 'Return to Login Page'
4. Check inbox for a Reset Password Request email

[External] AWS Directory Service Reset Password Request

 no-reply@mostagingconnect.awsapps.com
To:  Weldinger, Ryan

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

Dear User,

We have received a request to reset a user account associated with this email address. If you submitted this request, please visit the following URL to reset your password:


[Reset Password](#)

Your password will not be reset unless you confirm this email address using this URL. This link expires an hour after your original request.

If you did not request to reset this password, do not click this link. Instead, please forward this notification to aws-directoryservice@amazon.com to let us know that you did not request the password reset.

Thanks,
The AWS Directory Service Team

5. Click on Reset Password



Amazon Connect


Please reset your **mostagingconnect** credentials

Username

New Password

Confirm new password

[Reset Password](#)



Amazon Connect

Please reset your **mostagingconnect** credentials

Username

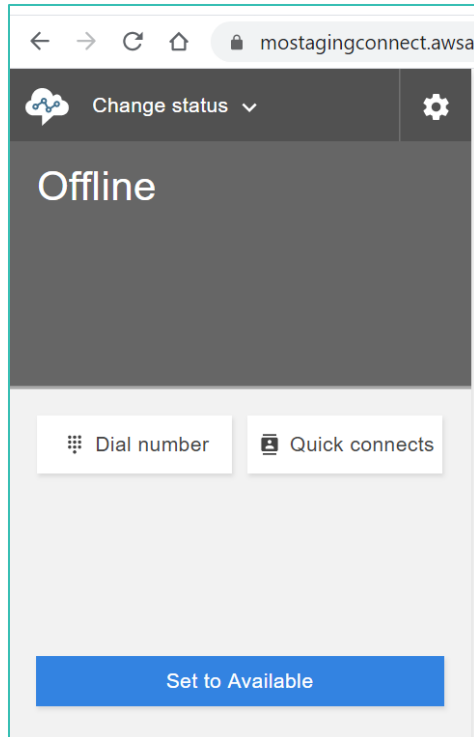
New Password: **Restrictions met**

Confirm new password

[Reset Password](#)

6. Create a password that meets the password requirements and click on 'Reset Password'





7. Agents should now be able to login and see a dial pad

Connect User Setup Troubleshooting

Email Not Received

1. Login to your Amazon Connect Account
2. Check if the user credentials have been created by searching the user on the Connect Portal.

Note: Search the user by their first name or username.

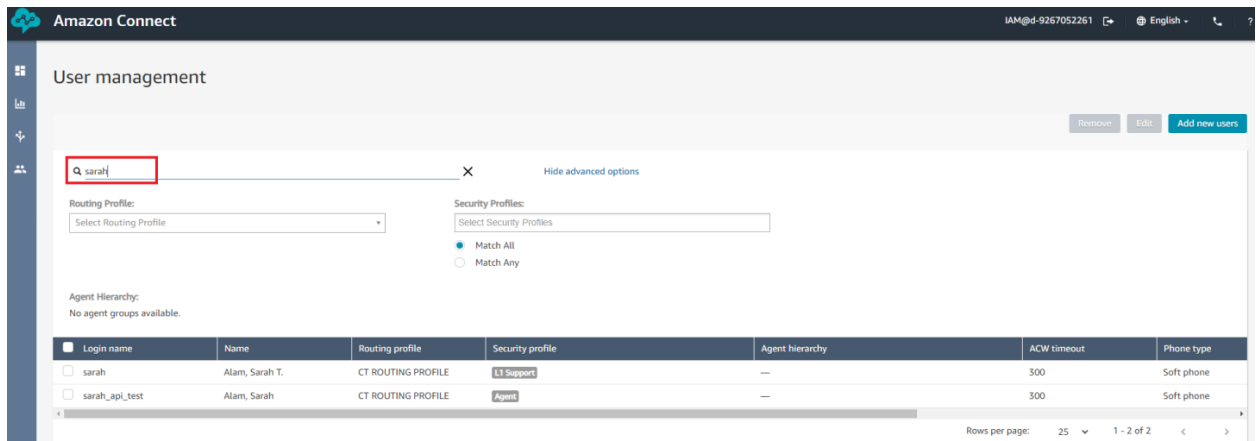
Login name	Name	Routing profile	Security profile	Agent hierarchy	ACW timeout	Phone type
<input type="checkbox"/> sarah	Alam, Sarah T.	CT ROUTING PROFILE	L1 Support	—	300	Soft phone
<input type="checkbox"/> sarah_api_test	Alam, Sarah	CT ROUTING PROFILE	Agent	—	300	Soft phone



3. To share the user credentials use your MOACTS email address. CC in the MOACTS@health.mo.gov mailbox and use the standard email template (refer to the **Appendix**).

Password Reset Failed

1. Login to your Amazon Connect Account
2. Check if the user credentials have been created by searching the user on the Connect Portal.



Amazon Connect

User management

Search: sarah

Routing Profile: Select Routing Profile

Security Profiles: Select Security Profiles

Agent Hierarchy: No agent groups available.

Login name	Name	Routing profile	Security profile	Agent hierarchy	ACW timeout	Phone type
<input checked="" type="checkbox"/> sarah	Alam, Sarah T.	CT ROUTING PROFILE	L1 Support	—	300	Soft phone
<input type="checkbox"/> sarah_api_test	Alam, Sarah	CT ROUTING PROFILE	Agent	—	300	Soft phone

Rows per page: 25 1 - 2 of 2

3. Click on Edit.
4. If Email Address field is empty, enter the users email address



Amazon Connect

Dashboard

Users to edit

Alam, Sarah T.

Email address

reset password

4. Share the user credentials using your MOACTS email address. CC in the MOACTS@health.mo.gov mailbox and use the standard email template (refer to the **Appendix**).

Note: If the user is created without an email address, sometimes adding in the email address does not resolve the password reset issue

5. Ensure the user is able to reset password. If not follow the steps below to reset their account

Reset Account


1. Ensure user that needs account reset is logged out
2. Login to your Amazon Connect Account
3. Search the user
4. Select and Remove the user (Follow the steps for 'Remove Users')
5. Click on 'Add new users' and fill in previous details for the user ensuring all essential fields such as name, username and email address are filled in

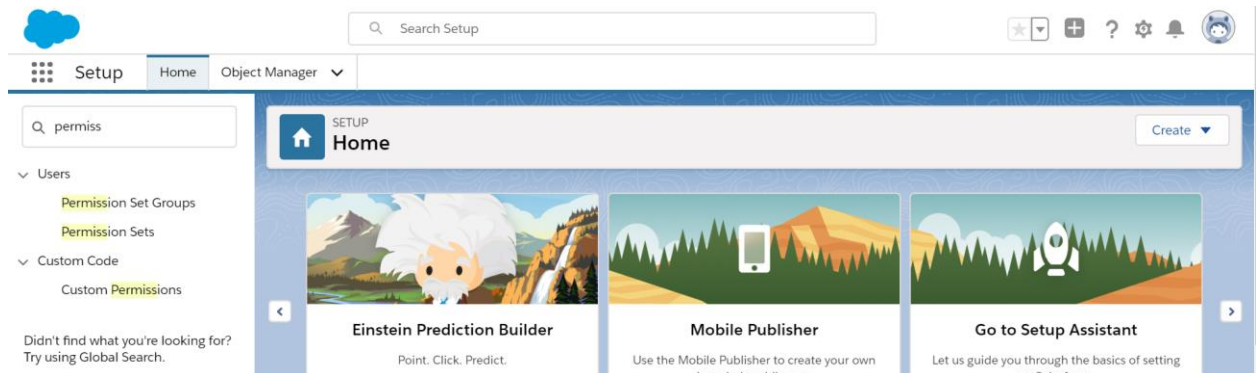


6. Click 'Save' and 'Create New Users' (Follow the steps for 'Add Single User from Connect Console')
7. **Note:** At this point you may get an error message if you use previous username. In that case, ensure the user is logged out and enough time has elapsed and try again.
8. To share the user credentials use your MOACTS email address. CC in the MOACTS@health.mo.gov mailbox and use the standard email template (refer to the **Appendix**).

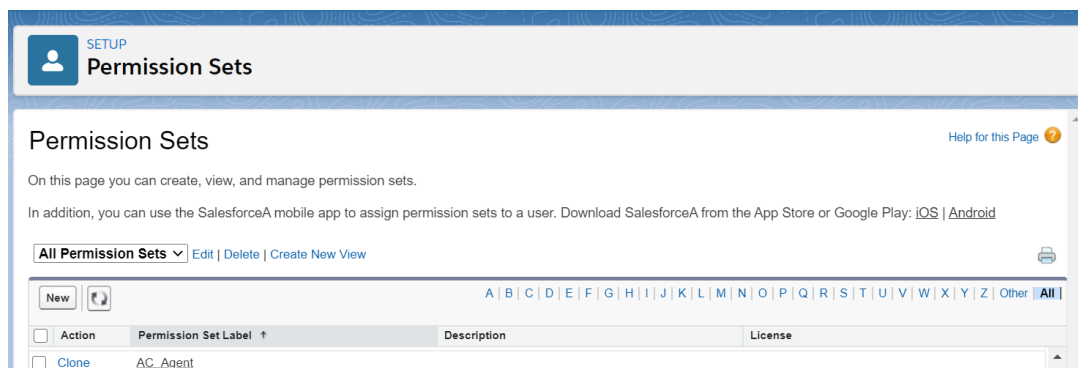
Salesforce CCP Troubleshooting

Permission Sets

9. Login to your Salesforce Environment
10. Go to your Salesforce Setup page using the 
11. Under Quick Find type in Permission and select Permission Sets from the results



12. Choose the AC_Agent permission set



13. Choose Manage Assignments.



SETUP
Permission Sets

Permission Set
AC_Agent [Video Tutorial](#) | [Help for this Page](#)

[Clone](#) [Manage Assignments](#)

Permission Set Overview

Description	API Name	AC_Agent
License	Namespace Prefix	amazonconnect
Session Activation Required <input type="checkbox"/>	Created By	Rajaguru Gurunathan, 7/19/2020, 9:20 PM
Last Modified By	Rajaguru Gurunathan, 7/19/2020, 9:20 PM	

14. Choose Add Assignments.

SETUP
Permission Sets

Assigned Users
AC_Agent [Help](#)

[Back to: Permission Set](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y

[Add Assignments](#) [Remove Assignments](#)

<input type="checkbox"/> Action	Full Name ↑	Alias	Username	Last Login	Role	Active	Profile
---------------------------------	-------------	-------	----------	------------	------	--------	---------

15. Select the users to assign the permissions, then choose Assign.

SETUP
Permission Sets

Assign Users
All Users

View: [All Users](#) [Edit](#) [Create New View](#)

A | B | C | D | E | F | G | H | I | J

[Assign](#) [Cancel](#)

<input type="checkbox"/> Action	Full Name ↑	Alias	Username
<input type="checkbox"/> Edit	Alam, Sarah	salam	sarah.t.alam@macttmg.mact.com
<input type="checkbox"/> Edit Login	Alexander, Abraham	aaalex	abraham.alexander@mact.prod.macttmg
<input type="checkbox"/> Edit Login	Chamblee, Dana	DCham	dana.a.chamblee@accenture.com.macttmg
<input type="checkbox"/> Edit Login	chandraaprakash, Sharmila	schan	s.chandraaprakash@mact.prod.macttmg

Salesforce Call Center Users

1. On your Salesforce Setup page, type in Call Center
2. Select Call Centers. You may get prompted with a 'Say Hello to Salesforce Call Center' page, if so press 'Continue'



Setup Home Object Manager

Search Setup

Q call

Feature Settings

Service

Call Center

Call Centers

Directory Numbers

Softphone Layouts

Didn't find what you're looking for? Try using Global Search.

SETUP Call Centers

Say Hello to Salesforce Call Center

Help for this Page

Connect your telephony system to Salesforce and boost user productivity by showing related Salesforce information for every incoming call. Dial numbers directly from Salesforce and report on call outcome, duration, and more.

Get Started

1. [Define a call center](#)
 - Specify the call center's name, IP address, port, and any other connection information.
 - Enter dialing options for international, long distance, and external calls.
2. [Manage users](#)
 - Select the users you want to be members of the call center.
3. [Update the call center directory](#)
 - Add useful phone numbers beyond the call center user extensions that salesforce.com automatically includes.
4. [Configure softphone layouts](#)
 - Select the call details and Salesforce objects that are automatically displayed with inbound, outbound, and internal calls.
 - Assign a softphone layout to any user profile.

☐ Don't show me this page again

[Continue](#)

3. Click AC Lightning Adapter

Q call

Feature Settings

Service

Call Center

Call Centers

Directory Numbers

Softphone Layouts

Didn't find what you're looking for? Try using Global Search.

SETUP Call Centers

All Call Centers

A call center corresponds to a single computer-telephony integration before they can use any Call Center features.

Action	Name ↑
Edit Del	AC Lightning Adapter
Edit Del	Amazon Connect CCP Adapter Classic
Edit Del	Amazon Connect CCP Adapter Console

4. Choose Manage Call Center Users in the Call Center Users section

Call Center Users


[Manage Call Center Users](#)

[Call Center Users Help](#)

Call Center Users by Profile	
System Administrator	10
Total	10

5. On the AC Lightning Adapter: Manage Users page, select Add More Users.




Call Centers

CTI Adapter URL	https://mact--amazonconnect.visualforce.com/apex/AC_LightningAdapter
Softphone Height	570
Softphone Width	330
Use CTI API	true
Salesforce Compatibility Mode	Lightning
Default CallCenter	true
Package Namespace	amazonconnect
Setup Flow Metadata	setupFlowConfig

Call Center Users
[Manage Call Center Users](#)
[Call Center Users Help ?](#)

Call Center Users by Profile

Contact Tracer	77
Copado Integration User	1
CTC Supervisor	1
System Administrator	18
Total	97


Call Centers

Call Center
AC Lightning Adapter: Manage Users
[Help for this Page ?](#)

[All Call Centers](#) » [AC Lightning Adapter](#) » Manage Users


View: All [Create New View](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | **All**

[Add More Users](#)
[Remove Users](#)

<input type="checkbox"/> Action	Full Name ↑	Alias	Username	Role	Profile

- Set filters (if desired) and then choose Find and Select the checkbox next to the user to add, then choose Add to Call Center.


Call Centers

Call Center
AC Lightning Adapter: Search for New Users

[All Call Centers](#) » [AC Lightning Adapter](#) » Manage Users » Search for New Users

Set the search criteria below and then click Search to find salesforce.com users who should be enabled as call center excluded from the search results.

--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		

Filter By Additional Fields (Optional):

- You can use "or" filters by entering multiple items in the third column, separated by commas.
- For date fields, enter the value in following format: 7/30/2020
- For date/time fields, enter the value in following format: 7/30/2020, 9:29 AM



Appendix

Security Profile Permissions

Note: Permissions for CallCenterManager and Admin have been combined with Supervisor.

CallCenterManager Permissions	Supervisor	L1 Support	Agent	Admin
Routing - All permissions -Create, Edit, View Access to Routing Profiles, Quick Connects and Hours of Operation -Create, Edit, View, Enable/Disable Access for Queues	Routing - View Access -View, Edit, Create Access to Routing Profiles, Quick Connects, Hours of Operation, and Queues	Routing - No Access	Routing - No Access	Routing - All Access
Numbers and Flows - All permissions -All access (View, Edit, Create, Publish, Claim, Release) enabled for Prompts, Contact Flows, Phone Numbers, Chat test mode	Numbers and Flows - View Access -View enabled for Phone Numbers -View, Edit, Create Access for Prompts -View, Edit, Create, Publish Access for Contact Flows	Numbers and Flows - No Access	Numbers and Flows - No Access	Numbers and Flows - All Access
Users and permissions - Partial permissions -Create, View, Edit Users permission -Create, View, Edit, Enable Agent status permissions	Users and permissions - View Access -View, Edit, Create, Remove, and Edit Permission for Users -View, Edit, Create, and Enable/Disable Agent status	Users and permissions - User Administration -Create, View, Edit, Remove Users permission	Users and permissions - No Access	Users and permissions -All Access
CCP - No Access	CCP - All Access - Access CCP and make outbound calls	CCP - All Access - Access CCP and make outbound calls	CCP - All Access - Access CCP and make outbound calls	CCP - All Access
Metrics and Quality - Partial Permissions - Access metrics enabled -View Contact Search, Contact Attributes, Login/Logout Report -Enable/Disable Manager Monitor -Access, Delete, Download Recorded Conversations -View, Edit, Create, Delete, Publish and Schedule Saved Reports	Metrics and Quality - Partial Permissions - Access metrics enabled -View Contact Search, Contact Attributes, Search contacts by conversation characteristics and keywords, Contact Lens – speech analytics, Login/Logout Report -View, Edit, Create, and Delete Rules -Enable/Disable Manager Monitor -View, Edit, Create, Delete, Publish and Schedule Saved Reports	Metrics and Quality - No Access	Metrics and Quality - No Access	Metrics and Quality - All Access
Historic Changes - No Access	Historic Changes - All Access - View Historic Changes	Historic Changes - No Access	Historic Changes - No Access	Historic Changes - All Access

Routing Profiles

1. Case Investigator – Profile for people who will be reaching out to positive patients
2. Contact Tracers – Profile for people who will be reaching out to exposed contacts
3. Resource Coordinator – Profile for people who will be enabling resource coordination



MOACTS Email Template



Your MO ACTS
Amazon Connect Creden

Subject: Your MO ACTS Amazon Connect Credentials



Missouri Department of Health and Senior Services
CONTACT TRACING PROGRAM

Randall W. Williams, MD, FACOG
Director



Dear MO ACTS User,

We are pleased to share the information for your Amazon Connect account - the phone component of MO ACTS (Missouri Advanced Contact Tracing System). This is one of two credential emails you will receive for the production version MO ACTS. The other email will come from support@salesforce.com.

Once you receive the credentials email from support@salesforce.com you will be able to start the login process. Please reference the login guide and demo found on the [MO ACTS Intranet site](#) as you begin your login journey.

Below are key details you will need to reference while logging into Amazon Connect for the first time:

Login URL: <https://moprodconnect.awsapps.com/connect/login>

User ID (case sensitive):

In good health,

The MO ACTS team

